



**CABINET FOR HEALTH AND FAMILY SERVICES  
DEPARTMENT FOR MEDICAID SERVICES**

**James W. Holsinger, Jr., M.D.**  
Secretary

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**Shannon R. Turner, J.D.**  
Commissioner

TO: All Kentucky Medicaid Providers

FROM: Shannon R. Turner, J.D.  
Commissioner

DATE: November 15, 2005

SUBJECT: Fiscal Agent Operations Transition Update

In 13 days, Electronic Data Systems (EDS) assumes fiscal agent operations from Unisys on November 28, 2005. This notification reiterates and provides updates on information sent in previous notifications over the last several months.

**Transition Claims Processing Dates**

The following key Transition dates are noted table below. These remain the same from our previous update.

Event	Date	Comments
Last Day Unisys Accepts Paper Claims	Tuesday, November 8, 2005	<ul style="list-style-type: none"><li>Paper claims received on or before this date are processed by Unisys.</li></ul>
First Day EDS Accepts Paper Claims	Wednesday, November 9, 2005	<ul style="list-style-type: none"><li>Paper claims received on or after this date are processed by EDS.</li><li>The PO Boxes remain the same; please change the addressee to 'EDS' on this date.</li></ul>
Unisys Stops Receiving Electronic Claims (BBS and Web DDE)	Wednesday, November 23, 2005 <b>3:00 PM EST</b>	<ul style="list-style-type: none"><li>Please be aware of the cut-off time due to the holiday.</li></ul>
EDS starts Receiving Electronic Claims (BBS and Web DDE)	Thursday, November 24, 2005 <b>8:00 AM EST</b>	<ul style="list-style-type: none"><li>The bulletin board system (BBS) and KY Health-Net site will be down for a short period.</li><li>BBS phone number (800-741-0135) remains the same.</li><li>Web DDE site (PROVIDER.KYMMIS.COM) remains the same.</li><li>EDI Help Desk Number (800-205-4696) remains the same.</li></ul>
Unisys' <b>Last</b> Payment Processing Cycle	Wednesday, November 23, 2005	<ul style="list-style-type: none"><li>Unisys will generate and send the RAs the week of November 28, 2005.</li><li>Pended claims are transferred to EDS.</li><li>This cycle includes:<ul style="list-style-type: none"><li>Paper and electronic claims received by November 4<sup>th</sup> will be processed for payment on November 23<sup>rd</sup>.</li></ul></li></ul>
EDS' <b>First</b> Capitation and Payment Processing Cycle	Friday, December 2, 2005	<ul style="list-style-type: none"><li>This cycle includes:<ul style="list-style-type: none"><li>Paper and electronic claims received by November 10<sup>th</sup> will be processed for payment on December 2<sup>nd</sup>.</li></ul></li></ul>

**EDS Provider Representatives**

Your EDS provider representative team is available to answer your questions on the Transition. Please contact your provider representative with any questions, concerns, or issues pertaining to the claims billing process. You may contact the EDS provider team at 800-807-1232.

On the following page, we list provider representatives, their direct contact information and their respective counties. You may also contact Bernice Shelton, System Liaison Manager, at 502-209-3176 or by email at [Bernice.Shelton@EDS.com](mailto:Bernice.Shelton@EDS.com).

### EDS Provider Team

Bernice Shelton Bernice.Shelton@eds.com 502-209-3176	Brenda Orberson Brenda.Orberson@eds.com 502-209-3053	Stayce Towles Stayce.Towles@eds.com 502-209-3052	Vicky Hicks Vicky.Hicks@eds.com 502-209-3051
ASSIGNED COUNTIES	ASSIGNED COUNTIES	ASSIGNED COUNTIES	ASSIGNED COUNTIES
Boone Campbell Carroll Gallatin Grant Jefferson Kenton Oldham Pendleton Trimble	Anderson Bath Bourbon Boyle Clark Estill Fayette Franklin Garrard Harrison Henry Jackson Jessamine Laurel Lincoln Madison Mercer Montgomery Nicholas Owen Powell Pulaski Rockcastle Scott Shelby Spencer Woodford	Allen Barren Bell Boyd Bracken Breathitt Carter Clay Clinton Cumberland Elliott Fleming Floyd Greenup Harlan Johnson Knott Knox Lawrence Lee Leslie	Letcher Lewis Magoffin Martin Mason McCreary Menifee Metcalf Monroe Morgan Owsley Perry Pike Robertson Rowan Simpson Warren Wayne Whitley Wolfe
			Adair Ballard Breckinridge Bullitt Butler Caldwell Calloway Casey Christian Carlisle Crittenden Daviess Edmonson Fulton Graves Grayson Green Hancock Hardin Hart
			Henderson Hickman Hopkins Larue Livingston Logan Lyon Marion Marshall McCracken McLean Meade Muhlenberg Nelson Ohio Russell Taylor Todd Trigg Union Washington Webster

### Medicaid Automated Voice Response Systems (AVRS)

The phone numbers for the AVRS remain the same. The numbers are:

- Medicaid AVRS 800-807-1301
- Third Party Liability Questionnaire 800-807-1459

*For your convenience, a separate notification on yellow paper-- included with this mailing -- explains the changes to these AVR systems.*

### Provider Enrollment Operations

First Health Services assumed the Provider Enrollment operations on November 9, 2005. Please find below the new address and FAX number. If you have any questions, contact First Health Services Provider Enrollment at 800-635-2570.

CURRENT ADDRESS	NEW ADDRESS
P.O. Box 2110 Frankfort, KY 40602-2110	P.O. Box 22449 Louisville, KY 40252-0449
FAX # 502-226-1898 and 703-917-4923	FAX # 502-394-5101 ATTN: Provider Enrollment

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### Mailing Addresses and Fax Numbers

EDS is taking over the following claims processing addresses from Unisys. These P.O. Boxes and zip codes remain the same. Please change the addressee to "EDS".

Functional Area	P.O. Box	Zip Code
ECS Mailings	P.O. Box 2016	40602-2016
Provider Correspondence	P.O. Box 2100	40602-2100
Professional Claims HCFA-1500	P.O. Box 2101	40602-2101
ADA Dental Claims	P.O. Box 2102	40602-2102
LTC Claims UB-92	P.O. Box 2104	40602-2104
Institutional Claims UB-92	P.O. Box 2106	40602-2106
TPL Mailings	P.O. Box 2107	40602-2107
Financial Mailings	P.O. Box 2108	40602-2108

First Health is taking over the following claims processing addresses from Unisys. These P.O. Boxes and zip codes remain the same. Please change the addressee to "First Health".

Functional Area	P.O. Box	Zip Code
Prior Authorization Requests	P.O. Box 2103	40602-2103
Pharmacy Claims	P.O. Box 2105	40602-2105
Orthodontic Mailings	P.O. Box 2109	40602-2109

Below is a listing of the new claims processing fax numbers and effective dates.

Functional Area	Fax Number	Effective Date
Third Party Liability	502-209-3243	Wednesday, November 9, 2005
Financial/Claims Adjustment	502-209-3241	Monday, November 21, 2005
EDI	502-209-3242	Thursday, November 24, 2005
Billing Inquiries	502-209-3240	Monday, November 28, 2005

Thank you for your participation in the Kentucky Medicaid program.